

M

APPENDIX M

Massachusetts Bell Atlantic OSS Test Observations
Status Summary by Observation Number as of 08/25/00

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
1	KPMG initial review of maintenance and repair metrics reports found several discrepancies among reported information.	Closed	Discussion Completed	<p>10/02/99: Issued</p> <p>11/08/99: BA stated that the 61.27% represents the percentage of the top 100 retail customers that were out of service less than 24 hours and is correctly reported. Also, BA states that transcription errors should be eliminated by the implementation of the "mechanized data tool" that is to be utilized to create the October metrics reports and all reports going forward. KPMG stated that it will review BA's response to the Observation and will communicate results of this analysis on the 11/12/99 call.</p> <p>11/12/99: BA's response was that 1) the error was due to manual transcription and BA will no longer have manual transcription beginning with October reports, and 2) the retail 100 metric for M&R out of service is calculated differently than the regular retail metric for M&R out of service. According to the Consolidated Arbitration report by BA that is valid. The "top 100 retail customers" issue is closed. The observation status will remain deferred until BA can confirm that the new transcription process is in place (with the October reports).</p> <p>12/10/99: KPMG indicated that the October reports have been received by BA and are currently under review. KPMG anticipates being prepared for discussion about this observation on the 12/30/99 call.</p> <p>01/07/00: KPMG revised the statement from 12/10/99. The October M&R reports have not been received yet. The status this Observation remains deferred until the reports have been reviewed.</p> <p>01/14/00: KPMG has received the October M&R reports and will be giving an update on the status of this Observation on 01/21/00.</p> <p>01/21/00: KPMG has reviewed the October M&R reports and was able to confirm that the new transcription process is in place. Therefore, this Observation can be closed.</p>	MA Observation report 1.doc
2	The mapping for PIC and LPIC is confusing and appears to be incorrect.	Closed	Discussion completed	<p>11/23/99: Issued</p> <p>12/03/99: Issue 2.1 BA agreed that the mapping is incorrect. It should state</p>	MA Observation report 2.doc

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				<p>"N1*P9**41*PIC". BA expects documentation changes only, unless CLEC software changes are required. BA will send out a change report process email by 12/17 COB.</p> <p>Issue 2.2 BA agreed to the issue. The EDI sample is correct. BA will change the qualifying data element to reflect this (e.g. "N101=83"). BA expects that only documentation changes will be necessary, unless CLEC software changes are required. BA will send out a change report process email by 12/17/99.</p> <p>12/17/99:</p> <p>Issue 2.1 BA Flash CR# 1153 was sent on 12/16/99 giving an update on the issue. This Observation is closed.</p> <p>Issue 2.2 BA Flash CR# 1153 was sent on 12/16/99 giving an update on the issue. The notification was partly incorrect. It is actually in the P01 loop and the PID03 value is "TI" instead of "T1". This Observation is going to be closed when BA sends the corrected version of the Flash announcement.</p> <p>01/07/00:</p> <p>Issue 2.2 BA sent the corrected version of the Flash announcement on 12/20/99. Therefore, this Observation can be closed.</p>	
3	KPMG observed misleading and missing references (3.1), misplaced documentation (3.2) and unclear commands (3.3) in the BA North Order Business Rules v 1.7.	Closed	Discussion completed	<p>11/23/99: Issued</p> <p>12/03/99:</p> <p>Issue 3.1 (A) BA agreed that the reference is misleading. BA will change the reference to make it clearer. BA will send out CLEC change notification by 12/10/99. (B) BA agrees that clarification is needed. BA will insert cross-references, and BA will send out a clarification statement by 12/17/99.</p> <p>Issue 3.2 BA agreed to the mistake. BA is going to take out the misplaced page and issue a CLEC change notification by 12/10/99.</p> <p>Issue 3.3 BA agreed that the interdependency of SVG TYP and CFA in the North Order Business Rules v 1.7 makes it confusing to write an order. BA explained that the interdependency of the two fields is required for order</p>	MA Observation report 3.doc

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				<p>writing. The SVGTYP field is required when the CFA field is populated and the LNA field equals "V." The CFA field is required when the LNA field is "C" or "V" and the SVGTYP field is "M." The SVGTYP field may not be populated unless the CFA field is populated. Similarly, the CFA field may not be populated unless the SVGTYP field is populated (specifically with "M"). KPMG will review the issue and look for alternative wording for this business rule by 12/7/99.</p> <p>12/7/99: Issue 3.3 After reviewing the complex nature of this issue, KPMG believes that the rules could not be written any clearer. Therefore, no changes to the business rules are needed. Issue 3.3 is closed.</p> <p>12/10/99: Flash CR# 1135 on changes with regard to Issues 3.1 (A) and 3.2 was sent 12/9/99. These issues are closed. The review of Issue 3.1 (B) is pending. A Flash is going to be sent by 12/17/99.</p> <p>01/07/00: Issue 3.1 (B) BA sent the corrected version of a Flash CR# 1174 on 12/21/99. Therefore, this Observation can be closed.</p>	
4	KPMG observed a discrepancy between the North Order EDI Guide v 1.7 and the North Order Business Rules v 1.7 specifications.	Closed	Discussion completed	<p>11/23/99: Issued</p> <p>12/03/99: BA agreed to the issue. The North Order EDI Guide v 1.7 mapping for an N1 loop is correct. BA will update the North Order Business rules v 1.7 specifications accordingly. BA expects a documentation only change and will send out a CLEC change notification by 12/10/99.</p> <p>12/10/99: Flash CR# 1135 announcement was sent on 12/9/99 giving an update on the North Order Business rules v 1.7 specifications. This Observation is closed.</p>	MA Observation report 4.doc
5	KPMG observed inconsistencies between EDI specifications and EDI examples in the North Order EDI Guide v 1.7.	Closed	Discussion completed	<p>11/23/99: Issued</p> <p>12/03/99: Issue 5.1 BA agreed. The ORI tag in the EDI specifications for the TCMULT field on page 184 is missing. The North Order EDI Guide v 1.7 should state "N9*H5*ORI*TCMULT"</p>	MA Observation report 5.doc

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				<p>for the TCMULT data field in the detailed explanation like in the example on page 192. BA expects a documentation only change and will send out a CLEC change notification by 12/17/99.</p> <p>Issue 5.2 BA agreed. The example for the OA data field mapping specification on page 184 in the North Order EDI Guide v 1.7 is wrong. The example should state instead "N9*H5*OROA". BA expects a documentation only change and will send out a CLEC change notification by 12/17/99.</p> <p>12/17/99: Flash CR# 1154 was sent on 12/16/99 giving an update on both issues to ensure consistency throughout the North Order EDI Guide v 1.7. This Observation is closed.</p>	
6	A system software error in Bell Atlantic's DCF server is preventing the correct routing and processing of Level 5 (flow through) orders.	Closed	Discussion Completed	<p>12/14/99: Issued</p> <p>12/17/99: BA has addressed this issue satisfactorily on 12/5/00 by correcting the software error. KPMG has successfully retested this Issue. The Observation is closed.</p>	MA Observation report 6.doc
7	Flow through documentation is not publicly or readily available to CLECs.	Closed	Discussion Completed	<p>12/14/99: Issued</p> <p>12/17/99:</p> <p>Issue 7.1 BA agreed. BA is going to change all North Notes and Conditions on Web and will create and post by 02/21/00.</p> <p>Issue 7.2 BA agreed. BA will send an update by 12/31/99.</p> <p>01/07/00:</p> <p>Issue 7.2 BA revised its announcement from 12/17/99 and will send an update by 01/14/99.</p> <p>01/28/00:</p> <p>Issue 7.2 BA has updated the BA North Generic Ordering Flow-Through Scenario Document on BA's TISOC web-site. It appears to be current and comprehensive. Issue 7.2 can be closed.</p> <p>02/18/00:</p> <p>Issue 7.1 BA revised its announcement from 12/17/99 and will give a new completion date for the change on 02/25/00.</p> <p>02/25/00:</p> <p>Issue 7.1 BA has not announced a new completion date for the</p>	MA Observation report 7.doc

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				<p>change yet. This Issue remains deferred.</p> <p>03/10/00: Issue 7.1 BA stated that the North Notes and Conditions on the web-site will be posted by 03/17/00. This Issue remains deferred until KPMG has been able to verify the changes in the North Notes and Conditions on the web-site.</p> <p>03/24/00: Issue 7.1 BA stated that the documentation changes have partially been implemented on the web-site. This Issue remains deferred until KPMG has been able to verify all changes in the North Notes and Conditions on the web-site.</p> <p>04/24/00: Issue 7.1 KPMG has verified that all documentation changes have been implemented on the web-site. This Issue can be closed.</p>	
8	KPMG observed missing and unclear commands in the BA North Order Business Rules v 1. 7	Closed	Discussion completed	<p>12/14/99: Issued</p> <p>12/17/99: Issue 8.1 BA agreed. The CFA field will be changed to "optional". A CLEC notification will be sent by 12/31/99.</p> <p>Issue 8.2 BA stated that "E" and "J" should not be grayed out. BA is going to clarify the command and send out a CLEC notification by 12/31/99.</p> <p>01/07/00: Issue 8.1 BA revised its announcement from 12/17/99 and will send out a CLEC notification by 01/14/99.</p> <p>Issue 8.2 BA revised its announcement from 12/17/99 and will send out a CLEC notification by 01/14/99.</p> <p>01/14/00: Issue 8.1 BA explained that the investigation on this Observation could not be concluded yet and announced to send out a CLEC notification by 01/21/99.</p> <p>Issue 8.2 BA explained that the investigation on this Observation could not be concluded yet and announced to send out a CLEC notification by 01/21/99.</p> <p>01/21/00: Flash CR# 1223 was sent on 01/19/00 giving a satisfactory solution for both issues. This Observation can be closed.</p>	MA Observation report 8.doc

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9	KPMG observed a discrepancy between the BA North Order EDI Guide v 1.7 and the BA North Order Business Rules v 1.7	Closed	Discussion Complete	<p>12/14/99: Issued</p> <p>12/17/99: BA agreed. For Web GUI, the following work around exists: "Platform as is" must be submitted as "platform as specified" to BA. In addition, BA will issue a change request to correct this issue. This will take 2-6 months.</p> <p>01/21/00: BA offered a work-around as an interim solution for the problem in Flash CR#1222 sent 01/20/00. The status of the Observation remains deferred until the correction on the issue could be confirmed.</p> <p>05/12/00: BA announced that there is no schedule for the code changes yet. The status of this Observation remains deferred.</p> <p>06/02/00: Related Observation #82 has been issued.</p> <p>06/30/00: KPMG has been able to verify the BA work-around. This Observation is closed.</p>	MA Observation report 9.doc
10	KPMG observed a discrepancy between RETAS on-line help and the RETAS Student User Guide for CLECs	Closed	Discussion Complete	<p>01/04/00: Issued</p> <p>01/07/00: BA agreed. BA will place a change request on the matter and expects to deliver a change notification within the next 4 to 6 weeks.</p> <p>03/07/00: The status of the Observation remains deferred until the scheduled release and verification of CR#1197.</p> <p>03/28/00: BA stated that correction for this Observation will be included in the April release of the RETAS Student User Guide for CLECs. The status of this Observation remains deferred until KPMG has been able to validate that the discrepancy between RETAS on-line help and the RETAS Student User Guide no longer exists.</p> <p>04/28/00: Issue 10.1 The status of this Issue remains deferred. KPMG reviewed the updates to the RETAS online Help. Previously the Online Help for the Circuit ID field incorrectly referenced Appendix E of the RETAS Student User Guide for CLECs to obtain valid circuit ID formats. KPMG observed that the help provided for the circuit ID field now correctly references the appendix E in the Trouble Administration Business Rules (version 2.5) for</p>	MA Observation report 10.doc

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				<p>most RETAS masks. However, the help provided for the circuit ID field for the "Extended Trouble History Request Message Set" mask still incorrectly references Appendix E in the Training Guide. The status of this Issue remains deferred.</p> <p>Issue 10.2 KPMG reviewed the updates to the RETAS online Help and observed that the "Test Result Codes" field in the Create Trouble Ticket Menu is incorrectly referenced in Appendix G in the Trouble Administration Business Rules (version 2.5) for valid values. The status of this Issue remains deferred.</p> <p>05/12/00: BA announced that corrections on both Issue 10.1 and 10.2 are going to be included in the June release of the RETAS Student User Guide for CLECs. The status of this Observation remains deferred until KPMG has been able to verify those changes.</p> <p>06/30/00: On further retest KPMG was able to validate the changes made by BA to KPMG's comments dated 4/28/00. This Observation can be closed.</p>	
11	KPMG observed an inconsistency between the BA North Order Business Rules v 1.7.1 and operating procedures	Closed	Discussion completed	<p>01/04/00: Issued</p> <p>01/07/00: BA agreed. The Observation refers to the field with the name "Access Information" and appears to be a discrepancy of TISOC and Business Rules. BA will discuss this issue with TISOC and analyze and investigate any changes. No date for a change notification has been announced.</p> <p>01/21/00: BA stated that the "LCTELNUM" field will be changed to a "conditional" field in the Notes and Conditions. BA announced that Flash CR# 1242 is going to be sent with an update by 01/28/00.</p> <p>01/28/00: BA announced that updates have been made to the BA North Order Business Rules v 1.7.1 to ensure consistency with current BA business processes. These updates also apply to the North Order Business Rules v 1.8.1 released for February. To address the defect, the usage for the "LCTELNUM" field will be changed from "optional" to "conditional." Also, there will be an appendix the Notes</p>	MA Observation report 11.doc

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				and Conditions for the "LCTELNUM" field on the EU form for further clarification. This Observation can be closed.	
12	KPMG has received standard error messages when adding TNs that were reserved using the ADR/TN Reservation form to hunting sequences	Closed	Discussion completed	01/11/00: Issued 01/14/00: Although BA has already addressed this issue satisfactorily, KPMG is publishing this Observation. This Observation can be closed.	MA Observation report 12.doc
13	KPMG observed that the process regarding xDSL migration scenarios in the BA-North Order Business Rules v 1.7 is insufficient	Closed	Discussion completed	01/11/00: Issued 01/14/00: BA stated that after further analysis and clarification of this Observation with KPMG BA will send out a CLEC change notification. KPMG could clarify on the call that the observation is not referring to a partial migration, but a resale xDSL migration as a loop. BA will provide an update on the Observation by 01/21/00. 01/21/00: BA stated that migrations are currently not permitted. A change of the Business Rules would be necessary to solve the issue. BA will send out a CLEC notification on the change. BA will invite the xDSL manager to elaborate on the issue on the Observation Status call on 01/28/00. 01/28/00: BA announced a Business Rule change noting that migrations are not permitted. Following the Change Control process BA is going to send out a change notification within the next 2 to 6 weeks. 02/11/00: BA has sent Flash CR#1285 on 02/10/00 giving a satisfactory solution for the issue. This Observation can be closed.	MA Observation report 13.doc
14	KPMG observed an inconsistency between the published documentation outlining the billing help desk process and Bell Atlantic's actual billing help desk practice.	Closed	Discussion completed	01/18/00: Issued 01/21/00: Issue A BA corrected the Billing Helpdesk Minutes from the interview on December 9, 1999. With this, the issue has been resolved and can be closed. Issue B BA agreed that the inquiry phone number included on the bills is not the correct "help-call" number. BA stated that the inquiry phone number on the bills is going to be	MA Observation report 14.doc

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				<p>corrected. The Observation status will remain deferred until the change is in place in the CLEC Handbook, Volume 1, 8.1 Contact List, located on Bell Atlantic's web-site.</p> <p>02/04/00: Issue B BA stated that the inquiry phone number on the bills has been corrected. KPMG will verify this change on 02/11/00.</p> <p>02/18/00: Issue B KPMG revised its statement from 02/04/00 and will verify the change by 02/25/00.</p> <p>02/25/00: Issue B KPMG has been able to verify that the inquiry phone number on the bills has been changed. This Observation can be closed.</p>	
15	KPMG experienced a discrepancy regarding Bell Atlantic's timely sending of bills.	Closed	Discussion completed	<p>01/25/00: Issued</p> <p>01/28/00: Issue 15.1 BA agreed. BA is supposed to send bills via mail within 10 business days of their respective billing dates. With this understanding, KPMG received bills later than expected. The receipt of bills by KPMG was delayed, however, as a result of BA having incorrect billing addresses. BA stated that the addresses have been corrected and future bills will be sent within ten business days of their respective bill dates.</p> <p>Issue 15.2 BA is supposed to send bills via NDM or CD-ROM within 10 business days of their respective billing dates. BA stated that resale bills were only sent via CD-ROM prior to establishment of the NDM connection. After this connection was established, resale bills would only be sent via NDM. All bills expected via NDM, including CABS bills, have been accounted for, though some were late. The status of this Issue remains deferred pending the timely receipt of February bills.</p> <p>03/10/00: Issue 15.1 Subsequent bills have been received by KPMG in a timely manner. This issue can be closed.</p>	MA Observation report 15.doc

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				Issue 15.2 KPMG verified the timely receipt of the subsequent bills. This Observation can be closed.	
16	The process for completing work in the TISOC is not consistently documented.	Closed	Discussion completed	<p>02/01/00: Issued</p> <p>02/04/00: BA disagreed. BA sees KPMG's issue based in a misunderstanding in a TISOC interview with BA. The status of this Observation remains deferred until KPMG can confirm that the process for completing work in the TISOC is consistently documented.</p> <p>02/18/00: The M&P documentation received from BA describes the processes required to complete the processing of an order. The process description includes product intervals, business rules, step-by-step instructions, screen shots of the system, and references to other documentation. This Observation can be closed.</p>	MA Observation report 16.doc
17	KPMG noticed a discrepancy between the CRIS contract rate for USOC "ULB" and the rate that appears on the CSR.	Closed	Discussion completed	<p>02/08/00: Issued</p> <p>02/11/00: BA agreed. BA expects to present a solution regarding the correction of the rate by 02/18/00. The status of this Observation will remain deferred until Bell Atlantic's correction of the rate can be verified.</p> <p>02/18/00: BA explained that the correction of this issue is not as simple as expected and requires further analysis. BA expects to give the next update on 02/25/00.</p> <p>02/25/00: BA stated that the correction of the rate will be implemented by 03/18/00.</p> <p>03/28/00: KPMG will not be able to verify the correction until April. The status of this Observation remains deferred.</p> <p>04/07/00: KPMG stated that it has not been able to verify the correction yet.</p> <p>04/28/00: KPMG has been able to verify the correction. This Observation can be closed.</p>	MA Observation report 17.doc
18	KPMG noticed a change in format between the November and December Loop Summary paper bills. KPMG does not have documentation to explain	Closed	Discussion Completed	<p>02/08/00: Issued</p> <p>02/11/00: BA disagreed. BA believes that the billing help desk can address questions CLECs have regarding these types of issues. In addition, BA feels that this issue does not affect the charges on the bill or the ability of the CLEC to</p>	MA Observation report 18.doc

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	the reason for the change.			<p>validate the bill.</p> <p>02/15/00: KPMG agrees that BA's Helpdesk provides a platform for the CLECs to clarify specific bill format questions. This Observation can be closed.</p>	
19	The information provided in the CLEC Handbook regarding publishing the Standard Quality Baseline Validation Test Deck on the web-site is incorrect.	Closed	Discussion Completed	<p>02/08/00: Issued</p> <p>02/11/00: BA agreed. BA explained that this Test Deck was sent to the CLEC community as part of the Change control e-mails. BA further stated that the standard Quality Baseline Validation Test Deck for MA as well as for the other states under its jurisdiction would be made available on the TIS web-site by the 02/16/2000.</p> <p>02/18/00: BA has posted the correct information on the TIS web-site, but not at the location it should be. The issue remains deferred until the location has been changed.</p> <p>02/25/00: BA stated that the location of the correct information on the TIS web-site will be changed by the end of March.</p> <p>04/07/00: KPMG stated that it has not been able to verify the changes on the TIS web-site yet.</p> <p>04/11/00: KPMG has verified that the location of the correct information on the TIS web-site has been changed. This Observation can be closed.</p>	MA Observation report 19.doc
20	A disparity exists between retail and wholesale provisioning.	Closed	Discussion Completed	<p>02/08/00: Issued</p> <p>02/11/00: BA disagreed. BA explained that mobile phones are being used to either contact BA or to contact customer. BA stated that every wholesale technician carries a "butt-set" to access dial tone or to contact BA. The wholesale organization distributes mobile phones to technicians on an "as of need" basis. Various communication methods are being used by wholesale. BA feels that the difference in communication methods between resale and wholesale does not impact parity.</p> <p>Further, BA explained that SSTs do not use IBM laptops to access BA's systems. SSTs use handheld terminals instead. These terminals are used by both resale and wholesale technicians, and, if they do not have it, the technicians call the dispatch centers in either Tauten or</p>	MA Observation report 20.doc

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				<p>Lowell.</p> <p>02/15/00: KPMG agrees to amend this Observation to say "any terminal with the ability to close orders." The status of this Observation remains deferred for further discussion on the disparity issues.</p> <p>03/21/00: KPMG received data from BA that supports the parity of wholesale and resale provisioning. This Observation can be closed.</p>	
21	KPMG has identified the hours of operation for the Bell Atlantic System Support Help Desk as published in the CLEC/Resale Handbook to be incorrect.	Closed	Discussion Completed	<p>02/15/00: Issued</p> <p>02/18/00: BA agreed. The information published in the CLEC/Resale Handbook is incorrect. BA will send out a notification regarding the correction by 03/01/00 via email. The new version of the Handbook will be released by the end of March.</p> <p>02/29/00: BA sent an Informational Message: Help Desk Hours of Operation that states that the hours of operation for the BA System Support Help Desk reflected in the CLEC Handbook are incorrect.</p> <p>03/10/00: KPMG explained that the status of this Observation remains deferred until the new version of the Handbook has been released and the correction of the information published has been verified.</p> <p>04/07/00: KPMG stated that it has not been able to verify the correction of the information published in the CLEC Handbook on the TIS web-site yet.</p> <p>04/11/00: The corrected CLEC Handbook version has been posted. This Observation can be closed.</p>	MA Observation report 21.doc
22	Certain USOC rates cannot be validated in either CLEC contract rates or DTE tariffs.	Closed	Discussion completed	<p>02/15/00: Issued</p> <p>02/18/00: BA disagreed. BA explained that the rates for POR1X and POR2X could be found in FCC tariff #11, Section 31.13.13. KPMG confirmed that "service provider number portability," as described in FCC # 11, refers to the same charge as BA's "telephone number portability cost recovery surcharge" for USOCs POR1X and POR2X. The appropriate monthly rate per line as outlined in this FCC tariff is \$0.23. This Observation can</p>	MA Observation report 22.doc

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				be closed.	
23	The 'Type of Access' field found in Category 11 records contains an undefined value.	Closed	Discussion completed	<p>02/15/00: Issued</p> <p>02/18/00: BA agreed. The cause for the error has been identified as a program problem. KPMG will verify the changes with its DUF test after 02/23/00.</p> <p>03/10/00: KPMG deferred the closure of this Observation until the change could be verified.</p> <p>04/07/00: KPMG stated that the DUF usage re-test has been completed. The test results are currently being analyzed by KPMG.</p> <p>05/12/00: KPMG has been able to verify that the field is no longer populated with an undefined value. This Observation can be closed.</p>	MA Observation report 23.doc
24	KPMG has been receiving extraneous usage records in certain NDM files.	Closed	Discussion completed	<p>02/15/00: Issued</p> <p>02/18/00: BA disagreed. BA explained that all accounts currently billed are KPMG accounts. The first six accounts listed in the table in the Observation report are an internal testing error. KPMG will research this issue further and give feedback on 02/25/00.</p> <p>02/25/00: KPMG concurs with BA's assessment. After further research, it was determined that the last nine accounts listed in the table in the Observation report belong to KPMG. This Observation can be closed.</p>	MA Observation report 24.doc
25	The information provided in the CLEC Handbook regarding publishing the 'specific test scenarios' on the web-site is incorrect.	Closed	Discussion Completed	<p>02/15/00: Issued</p> <p>02/18/00: BA agreed that the current wording in section 4.5.1 [4th paragraph] CLEC Handbook, Volume II (September release) is incorrect. BA will re-phrase this paragraph in their March 2000 release of the CLEC Handbook series. BA confirmed that the "specific test scenarios" will be sent to the CLEC's via BA Change Control e-mail only when the new release offers a different functionality which cannot be tested based on the scenarios presented in the standard Quality Baseline Validation Test Deck. They will also be posted on the web-site.</p> <p>04/07/00: KPMG stated that it has not been able to verify the</p>	MA Observation report 25.doc

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				<p>corrections on the TIS web-site yet.</p> <p>04/11/00: KPMG has verified that the information provided in the CLEC Handbook regarding publishing the 'specific test scenarios' has been corrected on the web-site. This Observation can be closed.</p>	
26	KPMG is receiving duplicate usage records.	Closed	Discussion Complete	<p>02/22/00: Issued</p> <p>02/25/00: BA is trying to identify the cause for the receipt of duplicate usage records. BA expects to give an update on this Observation by 03/03/00.</p> <p>03/03/00: BA agreed. BA explained that these credit records have been issued against the original call, and have mistakenly been classified as code 10. BA is going to fix this error. The code fix is scheduled on 03/03/00, the implementation on 03/06/00.</p> <p>03/07/00: KPMG concurs with Bell Atlantic's assessment and will test and verify the code fix during the DUF re-test. This Observation remains deferred.</p> <p>04/07/00: KPMG stated that the DUF usage re-test has been completed. The test results are currently being analyzed by KPMG.</p> <p>05/12/00: BA received additional DUF records that contribute to the clarification of this Issue and is investigating the problem. The status of this Observation remains deferred.</p> <p>05/19/00: KPMG has finished analyzing the DUF re-test, and the results are satisfactory. Therefore, this observation is closed.</p>	MA Observation report 26.doc
27	KPMG is receiving Header and Trailer Records with an undefined value in the 'Directional Indicator' field.	Closed	Discussion completed	<p>02/22/00: Issued</p> <p>02/25/00: BA is investigating the error. If a code change is required to correct the undefined value in the 'Directional Indicator' field, a change notification will be send by 03/03/00.</p> <p>03/03/00: BA has completed its analysis and has found that no code change is required. BA stated that indicator 4 is now used to determine ownership offline.</p> <p>03/07/00: KPMG agrees with BA's response. However, Bell Atlantic's population of the 'Directional Indicator' with a</p>	MA Observation report 27.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>7 remains incorrect. If Bell Atlantic will not correct this issue then Bell Atlantic should not put a value in the 'Directional Indicator' field and populate this field with a 0 instead. This observation remains deferred.</p> <p>03/10/00: KPMG has been able to validate BA's response based on documentation that BA provided on the correct population of the field. This Observation can be closed.</p>	
28	Bell Atlantic did not adhere to the prescribed processes, intervals, and procedures for notifying CLECs about a recommended upgrade to PGP version 6.5.1.	Closed	Discussion Completed	<p>02/22/00: Issued</p> <p>02/25/00: BA stated that this Observation requires further BA internal discussion. BA explained that PGP is a third party vendor software upgrade for Y2K that was described to have "no CLEC impact." BA will send this issue through the Change Management process. Furthermore, any process and procedure documentation related to this issue will be available by 04/01/00 and controlled through the Change Management process.</p> <p>03/10/00: KPMG is investigating this issue and will be able to give an update on the conditional closure of this Observation by 03/16/00.</p> <p>04/14/00: BA has indicated that the PGP software upgrade is optional to the CLEC. It is new functionality that is backwards compatible to older versions. KPMG accepted this explanation. This Observation can be closed.</p>	MA Observation report 28.doc
29	KPMG is not receiving all 030101 credit records.	Closed	Discussion Completed	<p>02/29/00: Issued</p> <p>03/03/00: BA explained that this Observation is directly related to MA Observation #26. The code fix for MA Observation #26 will by default result in a correction of the issue in this Observation.</p> <p>03/07/00: KPMG concurs with BA's assessment and will test and verify the code fix during the DUF re-test. This Observation remains deferred.</p> <p>04/07/00: KPMG stated that the DUF usage re-test has been completed. The test results are currently being analyzed by KPMG.</p> <p>05/05/00: A set of 03 records (credit request) were found to be incomplete in the re-test. KPMG is going to send a</p>	MA Observation report 29.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>clarification via email to BA. This Observation remains deferred.</p> <p>05/19/00: KPMG is awaiting a response from BA. This Observation remains deferred.</p> <p>06/09/00: BA announced 06/30/00 release fix.</p> <p>07/07/00: This Observation has been closed based on the announced release fix. However, this fix has not been verified. KPMG does not plan a verification of this fix.</p>	
30	KPMG is receiving 110125 records with incomplete information.	Closed	Discussion completed	<p>02/29/00: Issued</p> <p>03/03/00: BA disagreed. BA explained that the information provided in the 'Destination Field' would present redundant information in the record.</p> <p>03/07/00: KPMG agrees with BA's assessment. The absence of information in the 'Destination Field' on 110125 records would not adversely affect end-user billing. This Observation can be closed.</p>	MA Observation report 30.doc
31	Charges related to Other Charges and Credits on the February M40 bill are incorrectly prorated.	Closed	Discussion completed	<p>02/29/00: Issued</p> <p>03/03/00: BA disagreed. BA explained that the 31st day in prorating of charges is never counted according to the internal CABS reference guide 4.2, p.1. This Observation remains deferred for further investigation.</p> <p>03/10/00: KPMG agrees that BA prorated the charges correctly assuming a 30 day month. This Observation can be closed.</p>	MA Observation report 31.doc
32	KPMG noticed that Customer Service Records are missing from the January 31, 2000 resale bill.	Closed	Discussion completed	<p>02/29/00: Issued</p> <p>03/03/00: BA agreed. This Observation is tied to production problem that was fixed on 02/29/00. Corrected January bills will be resent thereafter. KPMG will receive a Billing help-desk call for further clarification. The status of the Observation remains deferred until the corrected bills have been received and reviewed.</p> <p>03/21/00: KPMG has received and reviewed the corrected bills and has been able to verify the fix. This Observation can be closed.</p>	MA Observation report 32.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
33	KPMG observed that certain resale bill data records for "Other Charges and Credits" are not in line with the CABS Billing Output Specifications.	Closed	Discussion completed	02/29/00: Issued 03/03/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/10/00. 03/10/00: BA agreed. This Observation is tied to production problem that was fixed on 02/29/00. Corrected January bills will be resent thereafter. KPMG will receive a Billing help-desk call for further clarification. The status of the Observation remains deferred until the corrected bills have been received and reviewed. 03/21/00: KPMG has received and reviewed the corrected bills and has been able to verify the fix. This Observation can be closed.	MA Observation report 33.doc
34	The CSR information for one of KPMG's resale bills is incomplete.	Closed	Discussion completed	02/29/00: Issued 03/03/00: BA agreed. This Observation is tied to a production testing problem that was fixed on 02/29/00. The corrected January bills will be resent. Additionally, KPMG will receive a Billing help-desk call for further clarification. The status of the Observation remains deferred until the corrected bills have been received and reviewed. 03/21/00: KPMG has received and reviewed the corrected bills and has been able to verify the fix. This Observation can be closed.	MA Observation report 34.doc
35	KPMG is experiencing inconsistent data on it's 100119 records.	Closed	Discussion completed	02/29/00: Issued 03/03/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/10/00. 03/10/00: BA disagreed. BA explained that for "Call Trace" type calls, resale usage resembles retail usage. The number that was traced does not appear in these cases. For UNE customers, the traced number is provided at the switch and provided on usage records. KPMG agrees. This Observation can be closed.	MA Observation report 35.doc
36	KPMG is receiving rated records (010101) for calls made from KPMG-owned Resale lines.	Closed	Discussion completed	02/29/00: Issued 03/03/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/10/00.	MA Observation report 36.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>03/10/00: BA agreed. BA stated that a code change is required. BA is going to announce when the change will be implemented. The status of this Observation remains deferred.</p> <p>03/16/00: BA stated that a code change will be implemented by 03/31/00. Usage will be effected 04/03/00. KPMG will incorporate the fix in its usage retest. The status of this Observation remains deferred.</p> <p>04/07/00: KPMG stated that the DUF usage re-test has been completed. The test results are currently being analyzed by KPMG.</p> <p>04/28/00: Based on the DUF usage re-test results the code change has been confirmed. This Observation can be closed.</p>	
37	KPMG CLEC is receiving access records (110101) with no Carrier Identification codes.	Closed	Discussion completed	<p>02/29/00: Issued</p> <p>03/03/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/10/00.</p> <p>03/10/00: BA agreed. BA stated that a code change is required. BA is going to announce when the change will be implemented. The status of this Observation remains deferred.</p> <p>03/16/00: BA stated that a code change will be implemented by 03/31/00. Usage will be effected 04/03/00. KPMG will incorporate the fix in its usage retest. The status of this Observation remains deferred.</p> <p>04/07/00: KPMG stated that the DUF usage re-test has been completed. The test results are currently being analyzed by KPMG.</p> <p>04/28/00: Based on the DUF usage re-test results the code change has been confirmed. This Observation can be closed.</p>	MA Observation report 37.doc
38	KPMG has received incorrect responses from Resale Private Line (RPL) orders submitted via EDI.	Closed	Discussion Complete	<p>03/07/00: Issued</p> <p>03/10/00: BA agreed. BA further explained that it needs more time to investigate this issue. BA will provide a response on 03/16/00.</p> <p>03/16/00: This Observation remains deferred for further investigation of the issue by BA.</p> <p>04/07/00: BA announced to develop a work-around to address this</p>	MA Observation report 38.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>Issue. The status of this Observation remains deferred for further discussion.</p> <p>04/14/00: BA announced a system correction to be implemented by 4/22/00.</p> <p>04/28/00: KPMG stated that it is currently re-testing the Issue. The status of this Observation remains deferred.</p> <p>05/05/00: BA announced that an EDI fix is being worked on. The status of this Observation remains deferred.</p> <p>05/12/00: BA announced that a change notification is going to be sent by 05/15/00. KPMG defers the closure of this Observation pending the verification of the fix.</p> <p>05/19/00: KPMG continues to retest the fix BA provided on 5/15/00. This Observation remains deferred.</p> <p>06/23/00: KPMG was able to verify the fix provided by BA. Observation #100 was issued to address an outstanding inconsistency between BA Change Control and the BA North Order Business Rules v1.8.1. Therefore, this observation can be closed.</p>	
39	The Notes and Conditions of the REP field on the Local Service Confirmation form are not clear.	Closed	Discussion completed	<p>03/07/00: Issued</p> <p>03/10/00: BA did not agree to the issue. BA explained that "TISOC" and "AUTO" are valid entries for non-flow through and flow-through order respectively. KPMG will provide BA with a PON to analyze this issue further. BA will deliver a response by 03/16/00.</p> <p>03/16/00: This Observation remains deferred for further discussion.</p> <p>03/28/00: KPMG reviewed BA's response and accepts BA's explanation that "TISOC" and "AUTO" are valid entries for the REP field. This Observation can be closed.</p>	MA Observation report 39.doc
40	On several KPMG Y40 bills a non zone specific rate rather than the expected rate zone has been applied to USOC U21.	Closed	Discussion completed	<p>03/07/00: Issued</p> <p>03/10/00: BA agreed. BA stated that the table entry is going to be changed. The status of this Observation remains deferred for further discussion and verification.</p> <p>03/16/00: BA stated that the fix for 03/10/00 has been put into place. This change will be reflected on the KPMG CLEC April bill. The Observation remains deferred until KPMG has been able to verify the change.</p>	MA Observation report 40.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				03/21/00: This Observation can be closed. KPMG has been able to verify the change on the subsequent bill.	
41	KPMG observed missing, unknown, incorrect and untimely charges on several bills.	Closed	Discussion completed	<p>03/07/00: Issued</p> <p>03/10/00: BA explained that it needs more time to analyze Issues 41.1 to 41.7. BA is going to deliver a response to this Observation on 03/16/00.</p> <p>03/13/00: Issue 41.6 KPMG has been able to resolve the cause for the discrepancy in the subtotal that was associated with KPMG internal documentation. Issue 41.6 can be closed.</p> <p>03/16/00: Issue 41.1 BA explained it needs more time to analyze this Issue. Issue 41.2 BA explained that regarding Items #1 and #2 that the USOC should have been applied but was not. BA explained further that Item #3 relates to a BA representative error. KPMG will verify BA's response. This Issue remains deferred. Issue 41.3 BA explained it needs more time to analyze this Issue. Issue 41.4 BA explained it needs more time to analyze this Issue. Issue 41.5 BA stated that late payment charges less than \$5 do not appear on a bill. Issue 41.7 BA explained it needs more time to analyze this Issue. Issue 41.8 BA explained it needs more time to analyze this Issue. 03/21/00: Addendum #1 issued. 03/24/00: Issue 41.2 KPMG accepts BA's explanation regarding Item #3 that a BA representative entered the wrong USOC. This Item has been resolved. The status of the Issue remains deferred. Issue 41.4 BA disagreed. BA explained that the charge is not applicable to the class of service on these lines. KPMG has been able to validate BA's explanation. This Issue can be closed. Issue 41.5 BA disagreed. BA stated that taxes are not included in the calculations. Late payment charges are not accumulated from month to month, and late payment charges that are less than \$5 are not displayed on the bill.</p>	MA Observation report 41.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>The status of this Issue remains deferred for further discussion.</p> <p>Issue 41.7 BA disagreed. The effective date of the tariff was in January. However, the order was placed in December. Therefore, the applicable tariff is the December tariff. KPMG investigates this Issue. The status of this Issue remains deferred.</p> <p>Issue 41.8 BA disagreed. BA explained that billing was not activated until 01/13/00 with BCN dated 12/21/00, because the order did not complete until 01/13/00. The status of this Issue remains deferred for further discussion.</p> <p>Issue 41.9 BA explained it needs more time to analyze this Issue.</p> <p>Issue 41.10 BA disagreed. BA explained that the charge was for the service of providing CRIS magnetic tapes. KPMG accepts BA's explanation. This Issue can be closed.</p> <p>Issue 41.11 BA disagreed. BA explained that the charge is not applicable under the KPMG/BA interconnection agreement. KPMG accepts this explanation. This Issue can be closed.</p> <p>Issue 41.12 BA explained it needs more time to analyze this Issue.</p> <p>Issue 41.13 BA explained it needs more time to analyze this Issue.</p> <p>03/28/00: Addendum #2 issued.</p> <p>03/31/00: BA deferred its response to Addendum #2 for further investigation of the issues.</p> <p>04/07/00:</p> <p>Issue 41.1 BA agreed. The status of this Issue remains deferred.</p> <p>Issue 41.3 BA explained that this Issue has been fixed in December and can be verified with the January bills. KPMG is going to investigate the Issue. The status of this Issue remains deferred.</p> <p>Issue 41.5 KPMG is still considering BA's response from 03/24/00. The status of this Issue remains deferred.</p> <p>Issue 41.7 KPMG accepts BA's explanation. This Issue can be closed.</p> <p>Issue 41.8 The status of this Issue remains deferred for further investigation.</p> <p>Issue 41.9 BA disagrees. BA explained that the methodology that</p>	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>KPMG employed for the calculation of its charges is incorrect. KPMG stated that this methodology was provided to KPMG by BA help desk representatives. KPMG will recalculate the charges given the new method. The status of this Issue remains deferred for further discussion.</p> <p>Issue 41.12 BA disagreed. BA stated that this charge was correctly applied. KPMG will revisit the calculation. The status of this Issue remains deferred.</p> <p>Issue 41.13 BA disagreed. BA explained that CSRs are run prior to the bill, and thus pending orders may complete in between when the CSR is run and the bill is run, causing the difference in amount between the CSR account total and monthly access charges. KPMG will consider this explanation. The status of this Issue remains deferred.</p> <p>Issue 41.14 BA stated that usage is collected for 31 days although the "from" and "through" dates end on the 30th of the month. This Issue remains deferred for further discussion.</p> <p>Issue 41.15 BA disagreed that the usage charges were incorrect. BA will further investigate. This Issue remains deferred.</p> <p>Issue 41.16 BA disagreed, explaining that there were incorrect rates in Items 1 and 2. BA provided references in the tariff to the correct rates. Items 3 and 4 were operator handled calls that were incorrectly charged. This Issue remains deferred for further discussion.</p> <p>Issue 41.17 BA disagreed. BA explained that all charges were applied to the new number, not the old number as specified in the Observation. KPMG will investigate the Issue. The status of this Issue remains deferred.</p> <p>04/14/00:</p> <p>Issue 41.5 KPMG has accepted BA's response. This Issue can be closed.</p> <p>Issue 41.12 KPMG revisited the calculation and agreed that the credit was provided on the bill. The bill is in BOS BDT format. KPMG reviewed the BDT file and verify that the correct charges were billed. This Issue can be closed.</p> <p>Issue 41.14 KPMG has accepted BA's explanation. This Issue can</p>	

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				<p>be closed.</p> <p>04/28/00: Issue 41.2 Items #1 and #2 have been retested and validated by KPMG on April 04/06/00. This Issue can be closed.</p> <p>Issue 41.8 KPMG has been able to determine that it has been charged correctly according to BA's explanation. This Issue can be closed.</p> <p>05/05/00: Issue 41.9 KPMG stated that this Issue could not be resolved yet. BA is going to send further explanation via email to KPMG. The Issue remains deferred.</p> <p>Issue 41.15 BA is going to send the applicable records for the associated calls. This Issue remains deferred.</p> <p>Issue 41.16 Items 3 and 4 have not been resolved yet under this Issue. Therefore, it remains deferred.</p> <p>05/12/00: Issue 41.1 BA announced the fix will be implemented in 10/00. The status of this Issue remains deferred.</p> <p>Issue 41.3 KPMG is retesting this Issue to ensure that the charges are correctly applied. The status remains deferred.</p> <p>Issue 41.9 This Issue has been re-tested and resolved. Therefore, it can be closed.</p> <p>Issue 41.13 KPMG has been unable to find orders in the time period identified by BA. Therefore, this Issue remains deferred.</p> <p>Issue 41.15 KPMG validated that the records were received and the usage charges were correct. Therefore, this Issue can be closed.</p> <p>Issue 41.16 BA announced that this Issue (Items 3 and 4) will be corrected by 06/16/00. The status of this Issue remains deferred.</p> <p>Issue 41.17 KPMG verified that the charges were associated with the right TN. Therefore, this Issue can be closed.</p> <p>05/19/00: Issue 41.3 KPMG continues to investigate this Issue. The status remains deferred.</p> <p>Issue 41.13 KPMG received additional documentation from BA identifying the problem as the double-discounting of several USOCs. KPMG continues to investigate this</p>	

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>Issue. The status remains deferred.</p> <p>05/30/00:</p> <p>Issue 41.1 A fix will be implemented in October (initiative #362472). The status of this issue remains deferred.</p> <p>Issue 41.3 KPMG has been able to verify the fix. This Issue can be closed.</p> <p>Issue 41.13 KPMG has been able to verify that the correct rates were applied in the OC+C section of the same bill prior to issuing the bill. This Issue can be closed.</p> <p>Issue 41.16 The status of this Issue remains deferred.</p> <p>07/07/00:</p> <p>Issue 41.1 This Issue has been closed based on the announced fix. This fix has not been verified. KPMG does not plan a verification of this fix.</p> <p>Issue 41.16 This Issue has been closed based on the announced correction. This correction has not been verified. KPMG does not plan a verification of this fix.</p>	
42	KPMG observed an unexpected and not communicated process change with regard to referencing Customer Service Records (CSR).	Closed	Discussion Completed	<p>03/07/00: Issued</p> <p>03/10/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/16/00.</p> <p>03/16/00: BA agrees. The process change was effective as of 02/15/00. The March bills should reflect the change. The status of the Observation remains deferred until the March bills have been received and reviewed by KPMG.</p> <p>04/07/00: Since the March bills have not been received and reviewed yet, the status of this Observation remains deferred.</p> <p>04/24/00: KPMG has confirmed the receipt of the March bills and has been able to verify the change. This Observation can be closed.</p>	MA Observation report 42.doc
43	Several Service Order numbers and Purchase Order Numbers on KPMG's bills do not match those that appear on Completion Notices.	Closed	Discussion Complete	<p>03/07/00: Issued</p> <p>03/10/00:</p> <p>Issue 43.1 KPMG verified that Items No. 9 and No. 10 have been addressed in the New York OSS Evaluation. BA's response with regard to those Items was found satisfactory. KPMG stated that, therefore, this issue is</p>	MA Observation report 43.doc

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ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				<p>not valid with regard to Items No. 9 and No. 10. For Items No. 1 to No. 5, BA stated that the service order correction suffix is already included. KPMG asked for the relevant documentation and BA will provide the reference by 03/16/00. The discussion of Items No. 6 through No. 8 has been deferred since BA needs more time for further investigation on these discrepancies. The status of this Observation remains deferred.</p> <p>Issue 43.2 BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/16/00.</p> <p>03/16/00: Issue 43.1 BA stated that it needs more time for its investigation. This Issue remains deferred.</p> <p>Issue 43.2 BA agreed. The Issue remains deferred.</p> <p>03/24/00: Issue 43.2 BA announced that a system fix will be implemented on 03/31/00. The status of this Issue remains deferred for the verification of this statement.</p> <p>04/07/00: Issue 43.2 KPMG stated that the system fix has not yet been implemented. The status of this Issue remains deferred.</p> <p>04/14/00: Issue 43.1 KPMG has considered and accepted BA's response with regard to all Items under this Issue. This Issue can be closed.</p> <p>05/05/00: Issue 43.2 KPMG has been able to verify that this Issue has been fixed on the Y-40 bill. BA stated that the Loop Summary was fixed on 4/31/00. The Issue remains deferred for further verification.</p> <p>05/19/00: Issue 43.2 KPMG continues its analysis of this Issue. The status remains deferred.</p> <p>06/02/00: Issue 43.2 KPMG has received the 4/30 loop bill. However, there was no activity during this billing period. KPMG is still working with BA on receiving a bill that will have activity so that the fix can be verified. The status remains</p>	

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				deferred. 06/16/00: Issue 43.2 KPMG was able to verify the fix implemented by BA on a loop bill associated with another KPMG CLEC. Therefore, this Observation can be closed.	
44	KPMG is missing a Field Identifier Description (FID) on one of its bills.	Closed	Discussion completed	03/07/00: Issued 03/10/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/16/00. 03/16/00: BA disagreed. The Issue remains deferred. 03/21/00: KPMG agrees with BA's response that the Field Identifier Description can be found in other sources. This Observation can be closed.	MA Observation report 44.doc
45	KPMG is receiving UNE-P usage records with incomplete information.	Closed	Discussion completed	03/07/00: Issued 03/10/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/16/00. 03/16/00: BA disagreed. BA gave the following explanation for originating access records: If the call is operator handled then the 'To Number' is not populated. BA gave the following explanation for Terminating access records: The 'from number' may or may not be populated depending on the transport equipment. The Issue remains deferred for further investigation by KPMG. 03/31/00: KPMG agreed. The presence of CIC code in the 110101 and 110120 records provides sufficient information to allow UNE calls to be rated as InterLATA/IntraLATA toll messages. Since InterLATA/IntraLATA toll messages are not distinguished separately on the UNE bill, the CLEC is able to reconcile the UNE bill despite missing To/From Numbers in the UNE messages. This Observation can be closed.	MA Observation report 45.doc
46	KPMG is receiving 100119 records with an undefined value in the 'Type of Class' field.	Closed	Discussion Completed	03/07/00: Issued 03/10/00: BA disagreed. BA stated that the value is defined in code O95 in ATIS (web-site). The status of this Observation remains deferred until KPMG has received and reviewed documentation to verify the validity of the O95 value for	MA Observation report 46.doc

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				<p>the "Type of Class" field.</p> <p>03/16/00: The Issue remains deferred until KPMG will be able to verify the documentation on the ATIS web-site.</p> <p>03/21/00: After further research and examination of OBF documentation pertaining to issue #2049 (Type of CLASS field = 095), KPMG agrees with Bell Atlantic's previous responses that value '095' is valid for the 'Type of CLASS' field. This Issue can be closed.</p>	
47	KPMG was not billed for third party and collect calls made by KPMG's end users.	Closed	Discussion Completed	<p>03/13/00: Issued</p> <p>03/16/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/24/00.</p> <p>03/24/00: BA announced that it needs more time to analyze this Observation. The status of this Observation remains deferred.</p> <p>04/07/00: BA disagreed. BA explained that the specified calls were "0-" calls and therefore "0+COC" charges are not applicable. KPMG will consider BA's response. The status of this Observation remains deferred.</p> <p>04/28/00: KPMG has accepted BA's response and verified that these calls were operator handled. This Observation can be closed.</p>	MA Observation report 47.doc
48	A charge on KPMG's M40 bill is incorrectly prorated.	Closed	Discussion Completed	<p>03/13/00: Issued</p> <p>03/16/00: BA explained that the incorrectly prorated charge was caused by an incorrect EBD date entered by a BA billing representative. The proration would be correct if the effective bill date (EBD) was correct.</p> <p>03/28/00: KPMG has been able to validate that the billing system correctly prorated the charges given the EBD date. This Observation can be closed.</p>	MA Observation report 48.doc
49	KPMG was incorrectly charged for service order activity on a business account.	Closed	Discussion Completed	<p>03/13/00: Issued</p> <p>03/16/00: BA explained that it needs more time to analyze this problem. BA will address this Observation on 03/24/00.</p> <p>03/24/00: BA disagreed. BA stated that this is a residence account. KPMG disagreed. This account should have been provisioned as a business account. KPMG is going to</p>	MA Observation report 49.doc

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Status Summary by Observation Number as of 08/25/00

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
				provide the documentation to substantiate the order. The status of this Observation remains deferred for further discussion. 04/07/00: KPMG accepts BA's explanation that the charges are correct, since the account was provisioned as a residence account. This Observation can be closed.	
50	KPMG observed that the file names of certain billing files sent via NDM by Bell Atlantic differ from the agreed upon file naming convention.	Closed	Discussion Completed	03/21/00: Issued 03/24/00: BA agreed. BA stated that training took place in January to fix this problem. The status of this Observation remains deferred for the verification of the correction. 04/07/00: BA agreed to KPMG's concern that this problem has not been fixed by the training that took place in January. BA is investigating additional steps. However, BA commented that only "very few" customers request billing files via NDM. The status of this Observation remains deferred. 04/14/00: KPMG requested an official statement in writing from BA on its plan to implement additional steps that address this Observation. 04/28/00: KPMG has received the statement from BA. This Observation can be closed based on the communicated plan to correct the problem raised in the Observation. The correction has not been validated. KPMG does not plan a verification of this correction.	MA Observation report 50.doc
51	A service order on KPMG's Y40 bill appears to be incorrectly prorated.	Closed	Discussion Completed	03/21/00: Issued 03/24/00: BA agreed. BA explained that this Observation is based on a BA representative's error. An EBD of '11300' was assigned for the "out" activity. And an EBD '11400' was assigned for the "in" activity. KPMG is investigating this explanation. The status of the Observation remains deferred. 04/07/00: KPMG is still investigating this Issue. 04/14/00: KPMG has accepted BA's response. This Observation can be closed.	MA Observation report 51.doc
52	KPMG observed that the "called	Closed	Discussion	03/21/00: Issued	MA

Massachusetts Bell Atlantic OSS Test Observations
Status Summary by Observation Number as of 08/25/00

ID	Brief Description	Status	Status Reason	Notes	Additional Documents
	from city" and "called from state" are not populated in the 10 36 04 50 record of the Billing Output Specifications (BOS-BDT) format on several resale bills.		Completed	03/24/00: BA disagreed. BA stated that there is no information provided for direct dialed calls under 10360450. The record is a discretionary record. 03/28/00: KPMG accepts this explanation. This Observation can be closed.	Observation report 52.doc
53	The validity of certain charges could not be substantiated.	Closed	Discussion Completed	03/21/00: Issued 03/24/00: BA explained that it needs more time to assess the Issues. 04/07/00: Issue 53.1 BA agreed. BA explained that the charge was incorrect due to a representative error. The status of this Issue remains deferred. Issue 53.2 BA stated that it needs more time to analyze this Issue. This Issue remains deferred. 04/14/00: Issue 53.1 KPMG has accepted BA's explanation. This Issue can be closed. Issue 53.2 BA explained that it does not offer suspensions on CENTREX accounts. BA offered a 'work-around' as a short-term solution to the Issue. BA explained that an edit has been implemented in program to prevent these types of errors from processing. The status of this Issue remains deferred for consideration of BA's response. 04/28/00: Issue 53.2 KPMG has accepted BA's response. This Observation can be closed.	MA Observation report 53.doc
54	The rates displayed on KPMG's Administrative bill appear to be incorrect.	Closed	Verification post Test	03/21/00: Issued 03/24/00: BA agreed. The rate displayed is truncated. BA is going to announce a date for the fix. The status of this Observation remains deferred. 05/12/00: BA communicated that a fix will be implemented in 10/00. The status of this Observation remains deferred. 07/07/00: This Observation has been closed based on the announced fix. This fix has not been verified. KPMG does not plan a verification of this fix.	MA Observation report 54.doc